

Message Text

UNCLASSIFIED

PAGE 01 MONTRE 01468 251905Z
ACTION H-02

INFO OCT-01 EUR-12 ISO-00 VOE-00 /015 W
-----051895 261642Z /43

R 251715Z JUL 78
FM AMCONSUL MONTREAL
TO SECSTATE WASHDC 0836

UNCLAS MONTREAL 1468

E.O. 11652: N/A
TAGS: CPRS: (KLUTTS, ALVIN)
SUBJECT: CONGRESSIONAL CORRESPONDENCE: CONSULAR SERVICES

H PASS: HONORABLE LOU FREY
UNITED STATES HOUSE OF REPRESENTATIVES
WASHINGTON, D.C. 20515

REF: REPRESENTATIVE FREY'S LETTER DATED JUNE 9, 1978

1. I AM REPLYING TO YOUR COMMUNICATION OF JUNE 9, 1978 TO DEPARTMENT OF COMMERCE CONCERNING THE CONSUMER COMPLAINT OF MR. ALVIN KLUTTS AGAINST SYSTCOMS COMMUNICATIONS. MR JOE SEBASTIEN, VICE PRESIDENT OF SYSTCOMS LIMITED, MONTREAL, HAS INFORMED US THAT HIS OFFICE HAS NO FILE ON MR. KLUTT'S COMPLAINT, AND HAS ASKED FOR COPIES OF THE DOCUMENTS PROVIDED BY YOUR OFFICE. WE ASSUME THAT MR. KLUTTS HAS NO OBJECTION AND HAVE SENT COPIES TO MR. GRAHAM SMITH, VICE PRESIDENT FOR FINANCE.

2. MR SEBASTIEN SAID THAT A FULL REFUND IS NORMALLY GIVEN ONLY WITHIN THIRTY DAYS AFTER PURCHASE. AFTER THAT THE WARRANTY PROVIDES FOR REPLACEMENT OF DEFECTIVE PARTS AND SERVICE. HOWEVER, MR. SMITH WILL LOOK INTO MR. KLUTTS'S COMPLAINT AND LET US KNOW THAT CAN BE DONE.

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3. WE WILL INFORM YOU AS SOON AS WE RECEIVE A REPLY.
MAULE

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NNN

Message Attributes

Automatic Decaptioning: X
Capture Date: 01 jan 1994
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: n/a
Control Number: n/a
Copy: SINGLE
Draft Date: 25 jul 1978
Decaption Date: 01 jan 1960
Decaption Note:
Disposition Action: n/a
Disposition Approved on Date:
Disposition Case Number: n/a
Disposition Comment:
Disposition Date: 01 jan 1960
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
Document Number: 1978MONTRE01468
Document Source: CORE
Document Unique ID: 00
Drafter: n/a
Enclosure: n/a
Executive Order: N/A
Errors: N/A
Expiration:
Film Number: D780306-0883
Format: TEL
From: MONTREAL
Handling Restrictions: n/a
Image Path:
ISecure: 1
Legacy Key: link1978/newtext/t19780723/aaaaatmt.tel
Line Count: 59
Litigation Code IDs:
Litigation Codes:
Litigation History:
Locator: TEXT ON-LINE, ON MICROFILM
Message ID: b2ba676d-c288-dd11-92da-001cc4696bcc
Office: ACTION H
Original Classification: UNCLASSIFIED
Original Handling Restrictions: n/a
Original Previous Classification: n/a
Original Previous Handling Restrictions: n/a
Page Count: 2
Previous Channel Indicators: n/a
Previous Classification: n/a
Previous Handling Restrictions: n/a
Reference: n/a
Retention: 0
Review Action: RELEASED, APPROVED
Review Content Flags:
Review Date: 27 apr 2005
Review Event:
Review Exemptions: n/a
Review Media Identifier:
Review Release Date: n/a
Review Release Event: n/a
Review Transfer Date:
Review Withdrawn Fields: n/a
SAS ID: 1896215
Secure: OPEN
Status: NATIVE
Subject: CONGRESSIONAL CORRESPONDENCE: CONSULAR SERVICES H PASS: HONORABLE LOU FREY UNITED STATES HOUSE OF REPRESENTATIVES
TAGS: CPRS, (KLUTTS, ALVIN)
To: STATE
Type: TE
vdkgvkey: odb://SAS/SAS.dbo.SAS_Docs/b2ba676d-c288-dd11-92da-001cc4696bcc
Review Markings:
Sheryl P. Walter
Declassified/Released
US Department of State
EO Systematic Review
20 Mar 2014
Markings: Sheryl P. Walter Declassified/Released US Department of State EO Systematic Review 20 Mar 2014